



American Red Cross

Greater Los Angeles

Emergency and Disaster Response
11355 Ohio Avenue
Los Angeles, CA 90025
Phone: (310) 445-9900
Fax: (310) 445-9961
After Hours: (888) 737-4306
www.RedCrossLA.org

Training Guide

Group: Organization Support (OS)

Activity: Response, Investigations, Compliance and Ethics (RICE)

Record for _____ DSHR # _____

Definition: Elements of the American Red Cross that have a role in supporting disaster response and relief operations.

Position: Service Associate (SA)

Required Classes	Completed On	Recommended	Completed On
FOM Fulfilling Our Mission (DSGEN200A) 3.5 hours		SO Shelter Operations (ARC-3068-11) 3 Hours	
Operational Experience		Client Casework: Providing Emergency Assistance (DSCLS202A) 9hrs	
		Fundamentals of Staff Services (DSSSS200C) 1 hour	
		Client Assistance System Basics 2 hours	
		Webi Reports	

Service Associate to Supervisor promotions approved by Chapter DSHR review panel

Position: Supervisor (SV)

Required Classes	Completed On	Recommended	Completed On
All Service Associate Required Classes		On the Job Training -- Admin Tools	
DFS Disaster Frontline Supervisor (DSSSS601A) 3.5 Hours			



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DFSS Disaster Frontline Supervisor Simulation (DSSSS602A) 3.5 Hours			
Supervisory Exp			

Supervisor to Manager promotions pre-approved by Chapter for final approval from NHQ

Position: Manager (MN)

Required Classes	Completed On	Recommended	Completed On
All Service Associate and Supervisor Required Classes		On the Job Training -- Admin Tools	
Managerial experience in private sector			
Managerial Experience			

Manager to Administrator promotions pre-approved by Chapter for final approval from NHQ

Position: Administrator

Required Classes	Completed On	Recommended	Completed On
All Service Associate, Supervisor, and Manager Required Classes		On the Job Training -- Admin Tools	
COO, business owner, board chair, department head			

